



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY
FINANCIAL MANAGEMENT AND COMPTROLLER
109 ARMY PENTAGON
WASHINGTON DC 20310-0109
MAR 29 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army-Wide Review of Defense Travel System (DTS): Transmittal of Summary Report

1. This memorandum transmits the final report for the Army-wide Review of the Defense Travel System (DTS). The enclosed report is to all Army major commands, agencies, and other organizations.

2. The Army Internal Review (IR) has completed the second fiscal year (FY) 2006 Army-wide review of DTS. Fifteen Army activities participated in the Army-wide review (see enclosure, page 12 for listing of participants). Army IR evaluated the deployment, training, and management implementation where DTS is already deployed. Objectives of the review were to:

a. Determine if the Lead Defense Travel System Administrator (LDTA) and Defense Travel System Administrator (DTA) are providing effective support.

b. Determine if deployment and training adequately enable travelers to use DTS in preparing their travel orders and vouchers.

c. Determine if travelers are experiencing significant problems using DTS, and the causes of these problems.

d. Determine if internal controls over travel orders and vouchers are adequate and effective to mitigate the risk of fraud, waste, and abuse.

3. The following is a synopsis of problems areas identified in the report:

a. **DTS Program Management (LDTA and DTA).** Of the 15 activities included in the review, 13 had appointed support personnel (LDTAs), and all 15 had one or more DTAs to provide support to travelers. Two activities did not have a LDTA appointed. The LDTAs and the DTAs received DTS training, and were appointed in writing on DD Form 577. However, at times the LDTAs and DTAs were not always readily available to answer DTS related questions from the travelers they supported. Support personnel (LDTA and DTA) duties included:

- **LDTA.** The Lead Defense Travel Administrator is the main point of contact within a command for DTS issues. The LDTA keeps DTAs informed of changes or updates related to using DTS. Also, the LDTA is the command's point of contact with the Project Management Office - Defense Travel System (PMO-DTS) Help Desk.

- **DTA.** The Defense Travel Administrator is the individual responsible for DTS at the command or directorate level by providing technical assistance to travelers and authorizing officials, keeping customers informed of all updates related to DTS, and assisting the LDTA.

b. **DTS Deployment and Training.** Nine activities stated the PMO-DTS adequately deployed DTS at their commands. One activity stated the PMO-DTS did not assist in the implementation, and the other five activities stated DTS was deployed, but did not mention the involvement of the PMO-DTS. In addition, LDTAs and DTAs had completed the DTA course; web-based training included in the DTS software, and provided some type of training to travelers. However, travelers were still having problems utilizing DTS, and travelers were still using manually prepared DD Forms 1610 and 1351-2. Over 7,000 manual vouchers were submitted instead of DTS generated vouchers.

c. **Significant DTS Problems.** Travelers were having problems using DTS at 13 activities. The problems range from travelers connecting to DTS, difficulty making corrections to orders and vouchers, updating user profiles, trouble navigating the system or moving back and forward between screens, and user training. One command that was not experiencing problems with DTS stated the command had taken actions previously to identify and report DTS user problems. The other command stated they found no systemic problems identified by travelers using DTS.

d. **Internal Controls over Travel Orders and Vouchers.** Internal controls to mitigate the risk of fraud, waste, and abuse needed improvement at 12 activities. Although the reviews at these 12 activities did not identify any indication of fraud; and approving officials received training on DTS, they did not translate the training into practice by ensuring vouchers were properly prepared and documented prior to processing and certifying the vouchers correct for payment. Three activities stated internal controls were adequate and effective.

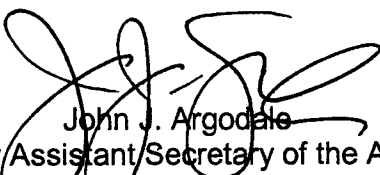
e. **Other Relevant Matters.** During the course of the reviews, five activities addressed other matters and concerns relating to DTS. Their concerns are at enclosure, page 13.

4. We recommend that your command:

- Disseminate the report to all your functional staff officers and ask them to pay special attention to the DTS problems identified by Army IR.
- Emphasize action to make sure LDTAs and DTAs receive proper training, are appointed in writing on DD Form 577, and are readily available to answer DTS related questions from the travelers they support.
- Have responsible DTS support personnel contact the PMO-DTS to get assistance with DTS related problems travelers are experiencing with the system if they cannot be solved locally. Also, emphasize the importance of LDTAs and DTAs receiving adequate training, so more emphasis could be placed on the T3 concept to train current and new travelers on using the system.

- Ensure approving officials review travel orders and vouchers thoroughly before submitting them for payment.

5. My point of contact for this action is Mr. Frank Rago, (703) 693-3386, email: francis.rago@hqda.army.mil.


John J. Argodale
Deputy Assistant Secretary of the Army
(Financial Operations)

Enclosure

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SUPERINTENDENT, US MILITARY ACADEMY



DEPARTMENT OF THE ARMY
OFFICE OF THE CHIEF, ARMY RESERVE
2400 ARMY PENTAGON
WASHINGTON, DC 20310-2400

DAAR-IR (11-7a)

15 Mar 06

MEMORANDUM FOR Assistant Secretary of the Army (Financial Management and Comptroller), 109 Army Pentagon, Washington, DC 20310-0109

SUBJECT: Summary Report on Army-Wide Review of Defense Travel System (DTS), Report 2006-02

1. **Purpose.** The purpose of this memorandum is to provide the summary results for the Army-wide review of the Defense Travel System (DTS). The review, which was conducted at selected Army commands and activities, was performed at the direction of the Assistant Secretary of the Army (Financial Management and Comptroller) [ASA (FM&C)].

2. **Objectives, Scope, and Methodology.**

a. **Objectives.** The objectives of the review were to:

A - Determine if the Lead Defense Travel System Administrator (LDTA) and Defense Travel System Administrator (DTA) are providing effective support.

B - Determine if deployment and training adequately enable travelers to use DTS in preparing their travel orders and vouchers.

C - Determine if travelers are experiencing significant problems using DTS, and the causes of these problems.

D - Determine if management controls over travel orders and vouchers are adequate and effective to mitigate the risk of fraud, waste, and abuse.

b. **Scope.** Fifteen Army activities participated in the Army-wide review as identified at encl 1. The 15 activities were selected based on their Initial Operating Capability (IOC) date and their usage percentage rate where DTS is already deployed. The IOC date is the date the system was functional and travelers were able to begin using DTS to conduct business travel, and site or activities begin using DTS. The DTS users were added to the system database either by self-registration or manually through use of the DTA maintenance tool. In identifying the activities to perform the review, we focused on low percentage rates or underutilization for the activities where DTS has been deployed. The reviews were conducted from 3 Jan through 10 Mar 06.

c. Methodology. Internal Review Evaluators participating in the Army-wide review were provided a series of questions to accomplish each review objective. Questions for Objective A were developed to determine if the LDTA and DTA made sure DTS implementation for their site was planned, and that system requirements, such as the organizational structure, sub-organizations, lines of accounting, routing lists, conditional routing lists, authorizing officials, and travelers were identified prior to deployment. Questions for Objective B were developed to determine if deployment and training adequately enabled travelers to use DTS in preparing their travel orders and vouchers. Questions for Objective C were developed to identify significant problems when travelers used DTS. And questions for Objective D were developed to determine whether management controls over travel orders and vouchers were in place and working to mitigate waste and abuse. In performing the review, participating IR offices:

- Obtained and reviewed available guidance;
- Interviewed key personnel responsible for implementing and administering DTS;
- Interviewed DTS travelers; LDTAs, DTAs, and selected Approving Officials (AO); and
- Performed reviews on selected travel orders and vouchers, and supporting documentation for accuracy.

The IR Evaluators performed and conducted the reviews in accordance with the Department of Army Internal Review Evaluator standards and included such tests of internal controls, as considered necessary under the circumstances.

3. Conclusions.

a. DTS Program Management (LDTA and DTA). Of the 15 activities included in the review, 13 had appointed support personnel (LDTAs), and all 15 had one or more DTAs to provide support to travelers. Two activities did not have a LDTA appointed. The LDTAs and the DTAs had received DTS training, and were appointed in writing on DD Form 577. However, at times the LDTAs and DTAs were not always readily available to answer DTS related questions from the travelers they supported. Support personnel (LDTA and DTA) duties included:

- LDTA. The Lead Defense Travel Administrator is the main point of contact within a command for DTS issues. The LDTA keeps DTAs informed of changes or updates related to using DTS. Also, the LDTA is the command's point of contact with the Project Management Office - Defense Travel System (PMO-DTS) Help Desk.

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- DTA. The Defense Travel Administrator is the individual responsible for DTS at the command or directorate level by providing technical assistance to travelers and authorizing officials, keeping customers informed of all updates related to DTS, and assisting the LDTA.

b. DTS Deployment and Training. Nine activities stated the PMO-DTS adequately deployed DTS at their commands. One activity stated the PMO-DTS did not assist in the implementation, and the other five activities stated DTS was deployed, but did not mention the involvement of the PMO-DTS. In addition, LDTAs and DTAs had completed the DTA course; web-based training included in the DTS software, and provided some type of training to travelers. However, travelers were still having problems utilizing DTS, and travelers were still using manually prepared DD Forms 1610 and 1351-2. Over 7,000 manual vouchers were submitted instead of DTS generated vouchers.

c. Significant DTS Problems. Travelers were having problems using DTS at 13 activities. The problems range from travelers connecting to DTS, difficulty making corrections to orders and vouchers, updating user profiles, trouble navigating the system or moving back and forward between screens, and user training. One command that was not experiencing problems with DTS stated the command had taken actions previously to identify and report DTS user problems. The other command stated they found no systemic problems identified by travelers using DTS.

d. Management Controls over Travel Orders and Vouchers. Management controls to mitigate the risk of fraud, waste, and abuse needed improvement at 12 activities. Although the reviews at these 12 activities did not identify any indication of fraud; and approving officials had received training on DTS, they did not translate the training into practice by ensuring vouchers were properly prepared and documented prior to processing and certifying the vouchers correct for payment. Three activities stated management controls were adequate and effective.

e. Other Relevant Matters. During the course of the reviews, six activities addressed other matters and concerns relating to DTS. Their concerns are at encl 2.

4. Background.

a. Army-wide Review. The ASA (FM&C) directed the Army Reserve Command Internal Review (IR) Office to be the lead Major Army Command (MACOM) for this Army-wide review of DTS. In conjunction with responsible ASA(FM&C) personnel, the

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Army Reserve IR Office selected the Army activities to participate in the review and provided a review guide to their IR Office. Each participating IR Office summarized their results in a formal report that they provided to their command with a copy sent to the Army Reserve IR Office. This report summarizes the results of all these reviews.

b. Defense Travel System. In Sep 93, the National Performance Review called for an overhaul of the entire DOD temporary duty (TDY) travel system. In response, DOD created a Task Force to reengineer travel to examine the travel process. In Jan 95, the task force issued the report of the DOD task force to reengineer travel. The task force report stated the DOD travel system is fragmented, inefficient, expensive to administer, and occasionally impedes mission accomplishment. In Dec 95, the Under Secretary of Defense for Acquisition, Technology, and Logistics and the Under Secretary of Defense (Comptroller) Chief Financial Officer issued a memorandum, "Reengineering Travel Initiative," establishing the Project Management Office--Defense Travel System (PMO-DTS) to acquire travel services that would be used DOD-wide. A contract was awarded to address these concerns.

The DTS is more than a travel procurement system. The DTS is a seamless, two-way, web-based, high-speed, secure, user friendly, integrated, and continuously evolving travel reservation system that also manages the accounting and disbursing of funds. The DTS is currently linked to thirty (30) DOD partner systems, twenty-one (21) of which are financial. The system automates authorizations, reservations, voucher processing, payment, and archiving for DOD travel transactions. The DTS system provides travelers with an efficient, flexible mechanism for electronically arranging travel, making changes before or during the trip, and completing the post-travel voucher process. The DTS system is a tool that produces significant cost savings when utilized. The FY 06 Defense Finance and Accounting Services (DFAS) charge to the Army for processing vouchers in DTS is \$1.72. The FY 06 rate for Non-DTS processing is \$39.04.

Approved for worldwide deployment in Dec 03, DTS is already operating at 6,760 of 11,000 sites to be fielded by the end of 2006. The Department of Army has 2,105 sites using DTS as of 21 Feb 06. The estimated total program cost for DTS through FY 06 is approximately \$491.7M.

c. Levels of Support. The main objective of the three levels of assistance is to ensure customer service and mission support by resolving customer problems, inquires, and issues at the lowest level possible. Accordingly, most problems should be resolved at the Tier 1 or user's immediate level.

Tier 1 – The Tier 1 Help Desk consists of travelers, resource advisors, and other users of DTS, and is comprised of information readily available to them.

Tier 2 – Local DTA Help Desk. Organizational DTAs and LDTAs serve as the DTS Tier 2 Help Desk. They provide enhanced Tier 1 assistance to personnel assigned to their organization. The intent is for these individuals to be the most knowledgeable DTS personnel in their organization. If DTAs cannot resolve the issue, after exhausting all resources available to them, they contact the Tier 3 Help Desk for assistance.

Tier 3 – Access to Tier 3 is limited to authorized callers only. The LDTA or DTA will work any issues unresolved at the local level and coordinate resolution with the originator of the issue/problem.

d. Government Accountability Office (GAO) Report. In Jan 06, GAO issued report GAO-06-18, DOD Business Transformation, "Defense Travel System Continues to Face Implementation Challenges." The report found DTS development and implementation have been problematic, especially in the area of testing key functionality to ensure that the system will perform as intended. The GAO report identified two key challenges facing DTS in becoming DOD's standard travel system. The challenges are developing needed interfaces, and underutilization of DTS at sites where it has been deployed. Additionally, the GAO report stated the continued use of the existing legacy travel system at locations where DTS is already deployed results in underutilization of DTS and reduces the savings that DTS was planned to achieve.

5. Review Results.

a. Objective A: Determine if the Lead Defense Travel System Administrator (LDTA) and Defense Travel System Administrator (DTA) are providing effective support.

(1) Results. The reviews disclosed the LDTAs and DTAs were properly trained, appointed in writing, and provided adequate support for their commands. However, the LDTAs and DTA were not always readily available to answer all DTS related questions. This was due in part to the massive number of inquiries from travelers and the lack of back up support when the LDTA or DTA was not available. Also, for the most, the reviews reported the PMO-DTS provides timely responses to operational issues or DTS usage problems in a timely manner. One activity reported the PMO-DTS Tier 3 help desk did not provide timely responses to operational issues. The response times ranged from 30 minutes to no response.

(2) LDTAs and DTAs. The reviews showed over 18 LDTAs and 103 DTAs had written DTS appointment orders. A majority of the 15 reviews disclosed written

appointments on DD Forms 577, revealed that LDTAs and DTAs duties are additional duty responsibilities even though it consumed a majority of their time, and were not included in performance standards. Three reviews showed the LDTAs were appointed in writing with primary duty to administer DTS, and two activities did not have a LDTA, but had DTAs.

b. Objective B: Determine if deployment and training adequately enable travelers to use DTS in preparing their travel orders and vouchers.

(1) Results. Nine activities stated the PMO-DTS adequately deployed DTS at their commands. One activity stated the PMO-DTS did not assist in the implementation, and the other 5 activities stated DTS was deployed, but did not mention the involvement of the PMO-DTS. In addition, LDTAs and DTAs received training on DTS and provided initial training after DTS went active to travelers. One activity stated the training did not adequately prepare the travelers to use DTS. Travelers were having problems using DTS; and, as a result, were still using manually prepared orders and vouchers.

(2) PMO-DTS Deployment. Nine activities reported the PMO- DTS adequately deployed DTS at their command. The reviews showed system requirements such as the organizational structure, sub-organizations, lines of accounting, routing lists, authorizing officials, and travelers were identified and tested for the most part prior to full operational use. There were some minor system problems in the early stage of deployment, but one activity developed alternatives methods to successfully work around the system problems. One activity stated PMO-DTS did not conduct site visits to assist in planning and implementation. The activity report stated the LDTA and an employee from the activity Resource Management Office set up the DTS structure, and conducted their internal tests prior to deployment. The other five activities stated DTS was deployed, but did not mention the involvement of the PMO-DTS at their activity.

(3) Training. The LDTAs and DTAs had completed the DTA course prior to deployment, and the web-based training after the DTS system went active. However, not all activities reported their command implemented the Train-the-Trainer (T3) concept to teach new DTAs and travelers how to use the DTS system. Also, one activity report stated a majority of users who received the training did not feel the training was adequate. Thus, the lack of a properly implemented T3 may have resulted in increased inquiries concerning how to use the system.

(4) Manually Prepared Orders and Vouchers. Twelve activities reported processing 7,154 manually prepared orders and vouchers. Below is a breakout and reasons reported for using the manual process:

Reasons	Number	%
Travel funded by activity for another agency	472	6.6
Soldiers assigned to another command	212	3
Automated system's problems (DTS)	3,300	46.1
DTS down during year-end closeout	12	.2
Soldier demobilizing	9	.1
New employees, students	22	.3
Travelers not registered or trained to use DTS	20	.3
Mobilized personnel who are not in DTS	87	1.2
Reservists	3	
Common Access Card (CAC Issues)	429	6
Short notices or Blanket orders	115	1.6
Users attending schools, meetings, conferences, award boards	94	1.3
Local travel	1	
Chaplain's Office travel	2	
Unknown	1,276	17.8
Other (Not specifically Identified)	1,100	15.5
Total	7,154	100.0

Reviewed activities stated some of the below reasons for still using manually prepared orders and vouchers:

- One activity stated it must prepare manual orders until all reimbursable customers, Army Reservists, Individual Ready Reservists, and their counterparts on the HQDA staff transition to DTS.

- A second activity stated they prepared manually prepared orders and vouchers for travelers who are assigned to or traveling from sites where DTS is not available.

- A third stated as DTS capabilities are enhanced, all travelers will be mandated to use the DTS system.

- A fourth stated manually prepared and administered vouchers were processed outside of DTS with an added administrative cost because the automated system, as presently configured, was not sufficiently able to process the travel requirements. Weaknesses in the automated travel system necessitated creating manual travel vouchers.

If DTS was configured to handle the reasons for manually prepared orders and vouchers, the Army could save approximately \$266,987 annually, or \$1,601,922 over the 6 years of the Program Objective Memorandum (POM). Our computation of these savings follows:

DFAS charge for processing a manual voucher (\$39.04) minus DFAS charge for processing a DTS voucher (\$1.72) = \$37.32 times 7,154 = \$266,987 annually or \$1,601,922 (\$266,987 times 6) over a 6 year POM cycle.

c. **Objective C:** Determine if travelers are experiencing significant problems using DTS, and the causes of these problems.

(1) **Results.** Travelers were experiencing problems using DTS at 13 of the 15 activities that conducted the reviews. During the course of the reviews, IR Evaluators conducted interviews with approximately 245 DTS travelers to determine if travelers were experiencing problems while using DTS, and the cause of these problems. Below are examples of some common problems travelers were having using DTS:

- DTS system is not user friendly or intuitive
- Trouble navigating the system or moving back and forward between screens
- Connectivity (getting cut off while working in DTS)
- Difficulty making corrections to orders
- Updating user (traveler) profiles
- Unnecessary pre-audit flags
- Overseas travel (rental car, airline ticket, hotel)
- DTS system is too complex for infrequent users (travelers)
- Selecting the appropriate accounting code

One command that was not experiencing problems with DTS stated the command had taken actions previously to identify and report DTS user problems. The other command stated they found no systemic problems identified by travelers using DTS.

(2) **Training.** Although LDTAs and DTAs received initial training on using the DTS system, it appears responsible command personnel were not placing enough

emphasis on the T3 concept to train current and new travelers on using the system. One activity stated a cause for the problems being experienced was travelers or users did not remember how to use the system because of infrequent travel or use. Another activity stated a majority of users who received the initial training did not feel the training was adequate. As a result, using the DTS system sometime frustrated travelers as evidenced from the above responses.

d. Objective D: Determine if management controls over orders and vouchers are adequate and effective to mitigate the risk of fraud, waste, and abuse.

(1) Results. Management controls needed improvement at 12 activities. Three activities stated management controls were adequate and effective. The 12 activities reviews did not identify any indication of fraud. Also, approving officials had received the Certifying Officer Legislation (COL) training course on DTS, were appointed, and had a valid DD Form 577 (signature card) on file. But, they did not translate the training into practice by ensuring vouchers were properly prepared and documented prior to processing and certifying the vouchers correct for payment. The reviews found travel vouchers did not have all supporting documentation attached, and travelers claimed expenses that exceeded the amounts on receipts or not validated by receipts. These problems occurred primarily because approving officials did not adequately review the vouchers, and return those vouchers for correction that were not properly prepared and justified.

To evaluate whether management controls were effective and working as intended, the IR Evaluators assessed the procedures over travel transactions for 609 paid travel vouchers at 12 activities. The IR Evaluators reviewed the traveler's approving official appointment orders and training to ensure the approving officials had the authority and working knowledge necessary to authorize temporary duty travel. Also, they examined supporting documentation for each submitted travel voucher.

(2) Appointment Orders and Training Certifications. Overall, the reviews showed 13 of the 15 activities' approving officials were properly appointed and completed the COL course. Approving officials were designated in writing, and had a valid DD Form 577 on file. The other two activities did not state in their respective reports if the approving officials were trained and appointed. In addition, at one activity, the activity report stated they had 10 approving officials. However, 8 of the 10 were improperly designated as both authorizing and certifying officials.

(2) Supporting Documentation. The 15 review activities selected 609 vouchers for review. The review revealed some travel vouchers did not have all receipts or other supporting documentation attached. However, these vouchers were approved by the

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approving officials and paid, which in some cases resulted in over and under payments to the travelers. The reviews found \$56,913 was over paid to travelers. Most errors could have been identified if the approving officials had taken the time to thoroughly examine the vouchers, compared expenses to receipts, and the travel orders to the submitted travel vouchers. To illustrate:

First activity:

<u>Traveler</u>	<u>Amount</u>	<u>Reason</u>			
1. Captain	\$939.70 (Overpaid)	Difference in receipts and claimed amount			
		<u>Voucher</u>	<u>Receipt</u>	<u>Difference</u>	
		Flight	\$561.90	\$463.90	\$ 98.00
		Flight	\$859.70	None	\$ 859.70
		Rental Car	\$171.04	\$189.04	-\$ 18.00
2. GS-14	\$226.70 (Overpaid)	Hotel	\$660.08*	\$568.48	\$ 73.60
		Rental Car	\$243.64	\$234.30	9.02
		Rental Car	\$104.00	\$ 0.00	\$ 104.00
		Parking	\$ 80.00	\$ 40.00	\$ 40.00
		Gas	\$ 24.78	\$ 24.70	\$.08
Hotel (\$612), Car (\$104), and Parking (\$40) were estimates from the authorization. Traveler failed to adjust estimates with actual costs.					
* Note: Amount is \$612 for room, and \$48.08 room taxes.					
3. Warrant Officer	\$37.44 (Under paid)	Voucher amount claimed was based on car rental estimates of \$156.89, the actual amount paid for rental car was \$194.33 based on receipts.			
4. SM	\$28.13 (Under paid)	Mileage for return from airport not included, although mileage to airport and airport parking were claimed.			

Second activity:

Travelers were over paid \$564.20. The largest amount to a single traveler was about \$300.00. These over payment were errors for lodging receipts submission, and not attaching substantiating documents.

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Third activity:

<u>Voucher Number</u>	<u>Expense</u>	<u>Disbursed Amount</u>	<u>Receipt Amount</u>
A	Vehicle Rental	\$104.57	\$ 52.82
B	Lodging	\$165.00	\$ 102.00
C	Lodging	\$336.00	\$ 252.00
D	Lodging	\$110.00	\$ 53.50
E	Fuel	\$ 55.00	\$ 28.91

The above are expenses not validated by receipts, but travelers were paid. However, the DOD Financial Management Regulation (FMR), Volume 9, states receipts, and supporting documentation must be attached in an electronic format with the DTS trip report. Supporting documents less than \$75 are not required by DOD FMR, however, these receipts help support expenses claimed by traveler.

One activity stated approving officials may have spent very little time reviewing travel voucher costs, and matching the voucher with authorization. The activity report stated the approving officials were frustrated with having to answer all flags DTS produced on vouchers (in the pre-audit section).

6. Recommendations and Command Comments. This summary report provides the results of the Army-wide review of Defense Travel System to ASA (FM&C) for their consideration and further action as deemed appropriate. The 15 IR offices that participated in the review made 66 recommendations to their respective commands. Personnel responsible for implementing these recommendations concurred and either took or planned corrective actions. These IR offices will be performing follow-up reviews IAW AR 11-7.

7. Point of Contact. The Army Reserve point of contact for this report is Mr. Frank J. Bono or Ms. Ada V. Campbell at (404) 464-8179/8188 or DSN 367-8179/8188.

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FRANK J. BONO

Director, Army Reserve Internal Review

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Activities that participated in the Army-Wide Review:

- US Army, Office of the Deputy Chief of Staff, G-2
- HQ, US Army Forces Command
- HQ, US Army National Guard Bureau
- HQ, US Army Special Operations Command, Ft. Bragg
- HQ, US Army Network Enterprise Technology Command, Ft. Huachuca
- HQ, US Army 90th Regional Readiness Command
- US Army Criminal Investigation Command
- US Army Military Academy, West Point
- HQ, US Army Installation Management Agency
- Installation Management Agency, HQ, US Army Garrison, Ft. Campbell
- Installation Management Agency, HQ, US Army Garrison, Hawaii
- Installation Management Agency, HQ, US Army Garrison, Ft. Knox
- Installation Management Agency, US. Army Garrison, Ft. George G. Meade
- Installation Management Agency, HQ, US Army Garrison, Ft. Richardson
- Installation Management Agency, HQ, US Army Garrison, Ft. Riley

Encl 1

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Other Relevant Matters

During the course of the reviews, six activities addressed concerns relating to DTS. The concerns are:

- There is cost avoidance for filing non-configured manual vouchers. Weaknesses in the automated travel system necessitated creating manual travel vouchers. The DTS system, as presently configured, is not sufficiently capable of processing a number of travel vouchers. Some examples are (Invitational Travel Orders, TDY en-route to Permanent Change of Station (PCS), classified travel, Army Reserve and National Guard ROTC travel, and patient or prisoner escorts). In addition, Soldiers filed manual vouchers to collect a \$3.50 per day incidental entitlement upon returning from deployment.
- An issue with lack of centralized formal guidance from the DTS proponent office(s) related to the implementation of DTS, DTS usage, responsibilities of official and offices involved in the DTS hierarchy, and DTS connectivity.
- A concern exists over the ability to effectively, and efficiently manage funds in the DTS system. The DTS system does not allow funds to roll over from one quarter to the next. Each quarter must be closed out, but only after all vouchers have been paid.
- Once a traveler designates a travel site and itinerary, DTS will automatically input the maximum authorization for lodging and per diem rate for travel location during the authored travel period. There is no mechanism built into DTS such as a warning message or checklist that alerts the traveler and approving official to double check for incorrect payments in lodging costs or change in trip itinerary. Also, there should be a warning or clue in DTS to traveler to make sure they can fax in their receipts before the voucher closes for payment.
- Fielding plans and actions were not clear regarding the establishment of LDTAs at command level.
- There is a possible weakness in the DTS system in regards to the Commercial Travel Office (CTO) releasing tickets before orders are approved. Under the manual system, the travel office will not issue a ticket until you provide a copy of your orders. Recently, an activity found CTO had issued a ticket prior to the approving official approving the orders. The cost of issuing a ticket (travel agent fee) must be paid if the travel is not approved or cancelled. The process should work the same for DTS as it does for non-DTS travel, no orders, no ticket and no charge to the individual's travel card.

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